

Guidelines For: PO-1 Response Time OSS Pre-Ordering Interface

C2C Guideline:

Definition:	<p>Response time - The time, in seconds, that elapses from issuance of a query request to receipt of a response. For CLECs, this performance is measured through the access platform. For BA, this performance is measured directly to and from the Operations Support System ("OSS"). Metrics PO-1-01 through 06 and Metric PO-1-09 - Average Response time - For each transaction type, the sum of all the response times for the successful transactions divided by the number of successful transactions. Metric PO-1-07 - Average Response time - The sum of all the response times for the rejected queries divided by the number of rejected queries. Rejected Queries - A "Rejected Query" is a query that cannot be processed by BA's pre-ordering system due to incomplete or invalid information submitted by the sender, resulting in an error message to the sender. Metric PO-1-10 - Average Response time - The sum of all response times for CLEC Parsed CSR transactions divided by the number of CLEC Parsed CSR transactions. Response times will be measured and reported separately for each of the following: EDI, Web GUI and CORBA.(footnote 1)</p> <p>Metrics PO-1-01 through 07 and Metric PO-1-09 EnView Measurements for EDI, Web GUI and CORBA will be performed by use of EnView (formerly Sentinel).(footnote 2) EnView is a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. Performance is evaluated on the basis of defined objectives for response time for each transaction type.</p> <p>EnView emulates the transactions of a Bell Atlantic service representative using the OSS; and emulates a CLEC representative generating OSS transactions through the EDI, Web GUI or CORBA access platform. By replicating the keystrokes of a representative, EnView measures transaction time from the point the "enter" key is hit until a response is received back on the display screen. A statistically valid sample size of ten transactions per hour per transaction type is taken from Monday through Saturday, 6 AM to 10 PM, excluding Holidays. EnView Successful Transactions - A pre-order response time transaction is considered "successful" by the EnView robot when a predefined response is received in a specific field and screen. The robot is coded to wait until the successful response is received. If it is not received within a predetermined amount of time, then a "time-out" is created. The time-out transaction is removed from the average response time queue for that transaction type and listed as a "time-out". For EDI, Web GUI and CORBA transactions, a request is sent to the interface. Each request has a unique name based on time and date. The robot monitors for a matching response, and identifies successful responses by the file extension name. The file extension varies according to whether the transaction is successful or experiences an error condition. (For instance, a successful response for an Address Validation request is identified by a file extension of ".adr.") The file is read to ensure that it starts and ends with the appropriate indicators for a successful transaction. Time-outs are set at 60 seconds. Response times of less than 60 seconds are included in the measurement. Time-outs are set at long intervals to ensure that the measure includes long response times, but excludes transactions that will never complete. Time-outs are removed from the average response time queues. (Time-outs are monitored for OSS Interface Availability measurements.) BA will provide data showing the percentage of attempted transactions that time-out. Metric PO-1-10 - Measurements will be based on time stamps of actual transactions, excluding EnView transactions, per time stamps contained in the production server.</p>
Performance Standard:	<p>Metrics PO-1-01 through 07: EDI: Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.) Web GUI: For the first year after these Guidelines become effective: Parity with BA Retail plus not more than 7 seconds. (7-Second difference allows for variations in functionality and additional security requirements of interface.) Commencing one year after these Guidelines become effective: Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.) CORBA: Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.) Metric PO-1-09: Parity with BA Retail plus not more than 10 seconds. (10-Second difference allows for variations in functionality and additional security requirements of interface.) Metric PO-1-10: No standard.</p>
Exclusions:	<p>Sunday, and Holidays, as well as hours outside of the normal Monday through Saturday reporting period (10 PM to 6 AM, Monday through Saturday). Response time aberrations occurring due to failures of the EnView robot or the network between EnView and EDI, Web GUI or CORBA, or between EnView and the BA OSS. (If response time aberrations occur due to failures of the EnView robot or the network between EnView and EDI, Web GUI or CORBA, or between EnView and the BA OSS, BA will note such failure times and report the failure times in a footnote on the report.</p>
Report Dimensions:	
Geography:	State

1 Some types of transactions may not be available through all access platforms (e.g., Parsed CSR is not at present available through Web GUI).

2 EnView will be used to determine whether BA has met the Performance Standards for EDI for this Metric. However, for a period of three months after EnView measurement of EDI order response times commences, BA will also report EDI pre-order response time results directly from the production servers. During such three month period, the EDI pre-order response time results taken directly from the production servers will not be used to determine whether BA has met the Performance Standards for EDI for this Metric.

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-01-6020 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Customer Service Record - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated CSR transactions.

Numerator:

Sum of all response times from enter key to reply on screen for CSR transactions.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_BOSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_BOSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-01-6030 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Customer Service Record - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated CSR transactions.

Numerator:

Sum of all response times from enter key to reply on screen for CSR transactions.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='CORBA'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='CORBA'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-01-6050 PRE-ORDERING

Parity + 7 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Customer Service Record - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated CSR transactions.

Numerator:

Sum of all response times from enter key to reply on screen for CSR transactions.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_BOSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_BOSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-02-6020 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Due Date Availability - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Due Date Availability transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Due Date Availability.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DDA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

```

SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DDA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DUE DATE'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

```

SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DUE DATE'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-02-6030 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Due Date Availability - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Due Date Availability transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Due Date Availability.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DDA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Numerator

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DDA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DUE DATE'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="OSS_LWG"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Numerator

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DUE DATE'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="OSS_LWG"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-02-6050

PRE-ORDERING

Parity + 7 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Due Date Availability - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Due Date Availability transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Due Date Availability.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DDA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DDA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DUE DATE'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'DUE DATE'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-03-6020 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Address Validation - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Address Validation transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Address Validation.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADV'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADV'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADDRVRFY'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADDRVRFY'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-03-6030 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Address Validation - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Address Validation transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Address Validation.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADV'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADV'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADDRVRFY'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADDRVRFY'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-03-6050

PRE-ORDERING

Parity + 7 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Address Validation - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Address Validation transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Address Validation.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADV'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADV'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADDRVRFY'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'ADDRVRFY'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-04-6020

PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Product and Service Availability - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Product & Service Availability transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Product & Service Availability.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-04-6030 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Product and Service Availability - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Product & Service Availability transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Product & Service Availability.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-04-6050

PRE-ORDERING

Parity + 7 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Product and Service Availability - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Product & Service Availability transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Product & Service Availability.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'PSA'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-05-6020 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Tel Number Availability and Reservation - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated TN Availability/Reservation transactions.

Numerator:

Sum of all response times from enter key to reply on screen for TN Availability/Reservation.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TNS'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

```

SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TNS'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator**

```

SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TN_SELECT'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

```

SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TN_SELECT'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-05-6030 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Tel Number Availability and Reservation - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated TN Availability/Reservation transactions.

Numerator:

Sum of all response times from enter key to reply on screen for TN Availability/Reservation.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TNS'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TNS'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TN_SELECT'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TN_SELECT'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-05-6050

PRE-ORDERING

Parity + 7 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Tel Number Availability and Reservation - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated TN Availability/Reservation transactions.

Numerator:

Sum of all response times from enter key to reply on screen for TN Availability/Reservation.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TNS'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TNS'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TN_SELECT'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'TN_SELECT'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_LWG'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-06-6020 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Loop Qualification transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Loop Qualification.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-06-6030 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Loop Qualification transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Loop Qualification.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-06-6050 PRE-ORDERING

Parity + 7 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Loop Qualification transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Loop Qualification.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'LXR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-07-6020 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Rejected Query - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated rejected query transactions.

Numerator:

Sum of all response times from enter key to reply on screen for a rejected query.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_REJCSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_REJCSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-07-6030 PRE-ORDERING

Parity + 4 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Rejected Query - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated rejected query transactions.

Numerator:

Sum of all response times from enter key to reply on screen for a rejected query.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_REJCSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_REJCSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-07-6050

PRE-ORDERING

Parity + 7 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Ave Resp Tm - Rejected Query - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated rejected query transactions.

Numerator:

Sum of all response times from enter key to reply on screen for a rejected query.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_REJCSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

SELECT**SUM(FIELD15)**

```
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'REJCSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_REJCSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-09-6020 PRE-ORDERING

Parity + 10 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Parsed CSR - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Parsed CSR transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Parsed CSR transactions.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSRPAR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSRPAR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='EDI_BEDIPRE'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_CSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

SELECT**SUM(FIELD15)**

```

WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_CSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0

```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-09-6030 PRE-ORDERING

Parity + 10 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Parsed CSR - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Parsed CSR transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Parsed CSR transactions.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSRPAR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Numerator

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSRPAR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)="corba"))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_CSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Numerator

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_CSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-09-6050

PRE-ORDERING

Parity + 10 Seconds

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Parsed CSR - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of simulated Parsed CSR transactions.

Numerator:

Sum of all response times from enter key to reply on screen for Parsed CSR transactions.

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: CLEC**Denominator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSRPAR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Numerator

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'CSRPAR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='PHASE3'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator**

```
SELECT
COUNT(*)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_CSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Numerator

```
SELECT
SUM(FIELD15)
WHERE field1 >= STARTDATE
AND field1 <= ENDDATE
AND field1 <> HOLIDAY
AND field1 <> 'SUNDAY'
AND LEFT(FIELD13,3) IN 'BOSS_CSR'
AND field8 IN SELECT
tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
tbl_Robot_Hash_logfiles WHERE
(((tbl_Robot_Hash_logfiles.Application)='OSS_CSR'))
AND field2 >= REPORT START TIME
AND field2 <= REPORT END TIME
AND RIGHT(FIELD13, 2) = NJ
AND field11 = DOJ
AND field16 = 0
```

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-10-6020

PRE-ORDERING

No Standard

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Parsed CSR - CLEC Total - EDI

Result: (Numerator / Denominator)**Denominator:**

Number of CLEC Parsed CSR transactions.

Numerator:

Sum of all response times for CLEC Parsed CSR transactions.

Filtered output file: Prod. PO C2C Metrics Algorithms (Sample EDI file)

For the details on the above out put filtered file layout refer to File Appendix: 32 File Type: Excel

Formula For: CLEC**Denominator****Numerator****SELECT
COUNT(*)**

WHERE FIELD6 = NJ
 AND FIELD9 = "PCSR"
 AND FIELD2 NOT LIKE "ENVIEW**"

SELECT**SUM(FIELD12 - FIELD4)**

WHERE FIELD6 = NJ
 AND FIELD9 = "PCSR"
 AND FIELD2 NOT LIKE "ENVIEW**"

Filtered output file: Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****SELECT
COUNT(*)**

WHERE field1 >= STARTDATE
 AND field1 <= ENDDATE
 AND field1 <> HOLIDAY
 AND field1 <> 'SUNDAY'
 AND LEFT(FIELD13,3) IN 'BOSS_CSR'
 AND field8 IN SELECT
 tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
 tbl_Robot_Hash_logfiles WHERE
 (((tbl_Robot_Hash_logfiles.Application)='OSS_BOSS'))
 AND field2 >= REPORT START TIME
 AND field2 <= REPORT END TIME
 AND RIGHT(FIELD13, 2) = NJ
 AND field11 = DOJ
 AND field16 = 0

SELECT**SUM(FIELD15)**

WHERE field1 >= STARTDATE
 AND field1 <= ENDDATE
 AND field1 <> HOLIDAY
 AND field1 <> 'SUNDAY'
 AND LEFT(FIELD13,3) IN 'BOSS_CSR'
 AND field8 IN SELECT
 tbl_Robot_Hash_logfiles.Hash_Logfile_Field8 FROM
 tbl_Robot_Hash_logfiles WHERE
 (((tbl_Robot_Hash_logfiles.Application)='OSS_BOSS'))
 AND field2 >= REPORT START TIME
 AND field2 <= REPORT END TIME
 AND RIGHT(FIELD13, 2) = NJ
 AND field11 = DOJ
 AND field16 = 0

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-10-6030

PRE-ORDERING

No Standard

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Parsed CSR - CLEC Total - CORBA

Result: (Numerator / Denominator)**Denominator:**

Number of CLEC Parsed CSR transactions.

Numerator:

Sum of all response times for CLEC Parsed CSR transactions.

Filtered output file: CORBA

For the details on the above out put filtered file layout refer to File Appendix: 42 File Type: Excel

Formula For: CLEC**Denominator****SELECT
COUNT(*)**

WHERE FIELD3 = 'PCSR'
 AND FIELD5 NOT IN ("ZBEL", "BAND", "BNK", "VADI")
 AND FIELD9 LIKE FROM 06:00-21:59:59 (MON-SAT)
 AND FIELD7 =
 "RETRIEVEPARSEDCUSTOMERSERVICERECORD"
 AND FIELD4 = "NJ"
 AND FIELD8 IN ("CSA", "ADA", "ADI", "LXA", "PSR", "DDR")

Numerator**SELECT****SUM(FIELD12 - FIELD9)**

WHERE FIELD3 = 'PCSR'
 AND FIELD5 NOT IN ("ZBEL", "BAND", "BNK", "VADI")
 AND FIELD9 LIKE FROM 06:00-21:59:59 (MON-SAT)
 AND FIELD7 =
 "RETRIEVEPARSEDCUSTOMERSERVICERECORD"
 AND FIELD4 = "NJ"
 AND FIELD8 IN ("CSA", "ADA", "ADI", "LXA", "PSR", "DDR")

Filtered output file: Prod. PO C2C Metrics Algorithms (Sample EDI file)

For the details on the above out put filtered file layout refer to File Appendix: 32 File Type: Excel

Formula For: VERIZON**Denominator****SELECT
COUNT(*)**

WHERE FIELD5 NOT IN ("ZBEL", "BAND", "BNK", "VADI")
 AND FIELD9 LIKE FROM 06:00-21:59:59 (MON-SAT)
 AND FIELD7 =
 "RETRIEVEPARSEDCUSTOMERSERVICERECORD"
 AND FIELD4 = "NJ"
 AND FIELD8 = "CSA"

Numerator**SELECT****SUM(FIELD15)**

WHERE FIELD5 NOT IN ("ZBEL", "BAND", "BNK", "VADI")
 AND FIELD9 LIKE FROM 06:00-21:59:59 (MON-SAT)
 AND FIELD7 =
 "RETRIEVEPARSEDCUSTOMERSERVICERECORD"
 AND FIELD4 = "NJ"
 AND FIELD8 = "CSA"

Notes:

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective, BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-1-10-6050

PRE-ORDERING

No Standard

Guidelines: PO-1 - Response Time OSS Pre-Ordering Interface

Parsed CSR - CLEC Total - Web GUI

Result: (Numerator / Denominator)**Denominator:**

Number of CLEC Parsed CSR transactions.

Numerator:

Sum of all response times for CLEC Parsed CSR transactions.

Filtered output file: CORBA

For the details on the above out put filtered file layout refer to File Appendix: 42 File Type: Excel

Formula For: CLEC**Denominator****Numerator****Filtered output file:** Pre Order Enview Logfiles

For the details on the above out put filtered file layout refer to File Appendix: 11 File Type: Delimited Text

Formula For: VERIZON**Denominator****Numerator****Notes:**

During the first nine months that these Guidelines are in effect, BA will review the feasibility of replacing EnView measurement of pre-order query response times with measurement of actual pre-order query response times. No later than nine months after these Guidelines become effective BA will report to the Board whether measurement of actual pre-order query response times is feasible. If BA believes that measurement of actual pre-order query response times is feasible, it will propose for consideration by the Board a revised Metric PO-1 that reflects such a measurement methodology (including, but not limited to, a description of the new measurement methodology and a statement of revised performance standard that may be necessary because of adoption of the new measurement methodology).

Guidelines For: PO-2 OSS Interface Availability

C2C Guideline:

Definition:	<p>"OSS Interface Availability" measures the time (measured in hours and minutes {as a percentage of an hour}) during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Bell Atlantic service representatives and CLEC service representatives obtain pre-ordering, ordering, provisioning and maintenance, information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface. Pre-Ordering Interface-Scheduled Availability, Prime Time: 6:00 AM to 10:00 PM ET - Monday through Saturday, excluding Holidays, Non-Prime Time: 10:00 PM to 6:00 AM ET - Monday through Saturday, and All Day Sunday and Holidays Maintenance Interface Prime Time: 6:00 AM to 12:01 AM ET - Monday through Saturday, excluding Holidays, Non-Prime Time: 12:01 AM to 6:00 AM ET - Monday through Saturday, and All Day Sunday and Holidays Note: the number of hours of downtime will be noted in the reports under "observations". Separate measurements will be performed and reported for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding.</p> <p>EDI, Web GUI and CORBA, BA will measure availability of the EDI, Web GUI and CORBA interfaces based on: (a) EnView measurement; and, (b) out of service troubles reported by CLECs. EnView: EnView measurement of availability of the EDI, Web GUI and CORBA interfaces will be as follows: The mechanized OSS Interface availability process is based on the transactions created by the EnView robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each of EDI, Web GUI, CORBA and OSS. The hours of the day are divided into 6 minute measurement periods. If an interface for any transaction type in a 6 minute measurement period has at least one successful transaction, then that interface is considered available. Unavailable time for an interface is calculated only when all transactions for the interface are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6 minute measurement period is counted as "unavailable." If it is determined that no transactions were issued, then the 6 minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem. BA will include in its reports, as a footnote, the number of 6 minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred. Availability is calculated by dividing the total number of 6 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 6 minute measurement periods) into the number of periods with no successful transactions for the month, subtracting this from 1, and multiplying by 100. For example, there are potentially 4800 6 minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30 day month. If twelve 6 minute measurement periods lack successful transactions, then availability equals $[1 - (12/4800)] \times 100 = 99.75\%$ Availability. CLEC Trouble Reporting: Out of service troubles must be reported by CLECs to BA's designated trouble reporting point in accordance with Appendix L. Electronic Bonding BA will study the feasibility of implementing a mechanized means to measure availability of the Maintenance Electronic Bonding interface. Until mechanized measurement of availability of the Maintenance Electronic Bonding interface is operational, BA will measure availability of the Maintenance Electronic Bonding interface based on: (a) out of service troubles reported by CLECs; and, (b) outages that are identified by BA, but not reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point in accordance with Appendix L. Trouble Logs Upon request by a CLEC in accordance with Appendix M, BA will make available for inspection by the CLEC BA's logs of CLEC reports that an interface is not available.</p>
Performance Standard:	Metrics PO-2-01 and 03: No standard., Metric PO-2-02: 99.5%.
Exclusions:	The following exclusions will apply with regard to troubles reported by CLECs: Troubles reported but not found. Troubles reported by a CLEC that were not reported to BA's designated trouble reporting point.
Report Dimensions:	Each OSS Interface serving New Jersey (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering, CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for New Jersey but also for other states.)
Geography:	State; an interface may handle CLEC transactions not only for New Jersey but also for other states.

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-01-6030 PRE-ORDERING No Standard

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Total - CORBA - Pre-Ordering

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Hours in Month.	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).

Filtered output file: April Interface Availability - NJ - PRIME

For the details on the above out put filtered file layout refer to File Appendix: 37 File Type: Excel

Formula For: CLEC

Denominator	Numerator
<div>SELECT ((NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT * NUM_OF_BOXES) + ((NUM_OF_SUNDAYS * HOURS_PER_SUNDAY) + (NON_PRIME_NUM_MON_THRU_SAT * NON_PRIME_HOURS_PERS_MON_THRU_SAT) + (NUM_HOLIDAYS * HOURS_PER_HOLIDAY)) * NUM_OF_BOXES) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = CORBA AND STATE = NJ</div>	<div>SELECT (DENOMINATOR) - (PRIMETIME_OUTAGE_MINUTES + NON_PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = CORBA AND STATE = NJ</div>

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-01-6040 PRE-ORDERING No Standard

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Total - Web - GUI - Maintenance

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Hours in Month.	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).

Filtered output file: April Interface Availability[NJ MAINTENANCE]

For the details on the above out put filtered file layout refer to File Appendix: 66 File Type: Excel

Formula For: CLEC

Denominator	Numerator
<div>SELECT ((NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT * NUM_OF_BOXES) + ((NUM_OF_SUNDAYS * HOURS_PER_SUNDAY) + (NON_PRIME_NUM_MON_THRU_SAT * NON_PRIME_HOURS_PERS_MON_THRU_SAT) + (NUM_HOLIDAYS * HOURS_PER_HOLIDAY)) * NUM_OF_BOXES) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ</div>	<div>SELECT (DENOMINATOR) - (PRIMETIME_OUTAGE_MINUTES + NON_PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ</div>

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-01-6060 PRE-ORDERING No Standard

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Total - Electronic Bonding - Maintenance

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Hours in Month.	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).

Filtered output file: April Interface Availability[NJ MAINTENANCE]

For the details on the above out put filtered file layout refer to File Appendix: 66 File Type: Excel

Formula For: CLEC

Denominator

Numerator

```
SELECT
((NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT *
NUM_OF_BOXES) + ((NUM_OF_SUNDAYS *
HOURS_PER_SUNDAY) +
(NON_PRIME_NUM_MON_THRU_SAT *
NON_PRIME_HOURS_PERS_MON_THRU_SAT) +
(NUM_HOLIDAYS * HOURS_PER_HOLIDAY)) *
NUM_OF_BOXES) * 60
WHERE DATE >= STARTDATE
AND DATE <= ENDDATE
AND SUBTYPE = EB
AND STATE = NJ
```

```
SELECT
(DENOMINATOR) - (PRIMETIME_OUTAGE_MINUTES +
NON_PRIMETIME_OUTAGE_MINUTES)
WHERE DATE >= STARTDATE
AND DATE <= ENDDATE
AND SUBTYPE = EB
AND STATE = NJ
```


OSS & BILLING (PRE-ORDERING)

Report Labels:

PO-2-02-6020

PRE-ORDERING

99.5%

Guidelines:

PO-2 - OSS Interface Availability

OSS Interface Availability - Prime Time - EDI - Pre-Ordering

Result: (Numerator / Denominator)

Denominator: Number of Prime Time Hours in Month.	Numerator: (Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).
---	--

Filtered output file: April Interface Availability - NJ - PRIME
For the details on the above out put filtered file layout refer to File Appendix: 37 File Type: Excel

Formula For: CLEC

Denominator	Numerator
<div>SELECT (NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT * NUM_OF_BOXES) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = EDI AND STATE = NJ</div>	<div>SELECT DENOMINATOR - PRIMETIME_OUTAGE_MINUTES WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = EDI AND STATE = NJ</div>

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-02-6030 PRE-ORDERING 99.5%

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Prime Time - CORBA - Pre-Ordering

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Prime Time Hours in Month.	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).

Filtered output file: April Interface Availability - NJ - PRIME

For the details on the above out put filtered file layout refer to File Appendix: 37 File Type: Excel

Formula For: CLEC

Denominator	Numerator
SELECT ((NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT * NUM_OF_BOXES)) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = CORBA AND STATE = NJ	SELECT (DENOMINATOR) - (PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = CORBA AND STATE = NJ

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-02-6040 PRE-ORDERING 99.5%

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Prime Time - Web GUI - Maintenance

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Prime Time Hours in Month.	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).

Filtered output file: April Interface Availability[NJ MAINTENANCE]

For the details on the above out put filtered file layout refer to File Appendix: 66 File Type: Excel

Formula For: CLEC

Denominator	Numerator
SELECT ((NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT * NUM_OF_BOXES)) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ	SELECT (DENOMINATOR) - (PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-02-6050 PRE-ORDERING 99.5%

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Prime Time - Web GUI - Pre-Ordering

Result: (Numerator / Denominator)

Denominator: Number of Prime Time Hours in Month.	Numerator: (Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).
---	--

Filtered output file: April Interface Availability - NJ - PRIME
For the details on the above out put filtered file layout refer to File Appendix: 37 File Type: Excel

Formula For: CLEC

Denominator	Numerator
SELECT ((NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT * NUM_OF_BOXES)) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ	SELECT (DENOMINATOR) - (PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-02-6060 PRE-ORDERING 99.5%

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Prime Time - Electronic Bonding - Maintenance

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Prime Time Hours in Month.	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).

Filtered output file: April Interface Availability[NJ MAINTENANCE]

For the details on the above out put filtered file layout refer to File Appendix: 66 File Type: Excel

Formula For: CLEC

Denominator

Numerator

SELECT
((NUM_MON_THRU_SAT * HOURS_PERS_MON_THRU_SAT *
NUM_OF_BOXES)) * 60
WHERE DATE >= STARTDATE
AND DATE <= ENDDATE
AND SUBTYPE = EB
AND STATE = NJ

SELECT
(DENOMINATOR) - (PRIMETIME_OUTAGE_MINUTES)
WHERE DATE >= STARTDATE
AND DATE <= ENDDATE
AND SUBTYPE = EB
AND STATE = NJ

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-03-6030 PRE-ORDERING No Standard

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Non-Prime Time - CORBA - Pre-Ordering

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Non-Prime Time Hours in Month.	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).

Filtered output file: April Interface Availability - NJ - PRIME

For the details on the above out put filtered file layout refer to File Appendix: 37 File Type: Excel

Formula For: CLEC

Denominator	Numerator
<div>SELECT (((NUM_OF_SUNDAYS * HOURS_PER_SUNDAY) + (NON_PRIME_NUM_MON_THRU_SAT * NON_PRIME_HOURS_PERS_MON_THRU_SAT) + (NUM_HOLIDAYS * HOURS_PER_HOLIDAY)) * NUM_OF_BOXES) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = CORBA AND STATE = NJ</div>	<div>SELECT (DENOMINATOR) - (NON_PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = CORBA AND STATE = NJ</div>

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-03-6040 PRE-ORDERING No Standard

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Non-Prime Time - Web GUI - Maintenance

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of Non-Prime Time Hours in Month.	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).

Filtered output file: April Interface Availability[NJ MAINTENANCE]

For the details on the above out put filtered file layout refer to File Appendix: 66 File Type: Excel

Formula For: CLEC

Denominator	Numerator
SELECT (((NUM_OF_SUNDAYS * HOURS_PER_SUNDAY) + (NON_PRIME_NUM_MON_THRU_SAT * NON_PRIME_HOURS_PERS_MON_THRU_SAT) + (NUM_HOLIDAYS * HOURS_PER_HOLIDAY)) * NUM_OF_BOXES) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ	SELECT (DENOMINATOR) - (NON_PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = WEB GUI AND STATE = NJ

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-2-03-6060 PRE-ORDERING No Standard

Guidelines: PO-2 - OSS Interface Availability

OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance

Result: (Numerator / Denominator)

Denominator: Number of Non-Prime Time Hours in Month.	Numerator: (Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).
---	--

Filtered output file: April Interface Availability[NJ MAINTENANCE]
For the details on the above out put filtered file layout refer to File Appendix: 66 File Type: Excel

Formula For: CLEC

Denominator	Numerator
SELECT (((NUM_OF_SUNDAYS * HOURS_PER_SUNDAY) + (NON_PRIME_NUM_MON_THRU_SAT * NON_PRIME_HOURS_PERS_MON_THRU_SAT) + (NUM_HOLIDAYS * HOURS_PER_HOLIDAY)) * NUM_OF_BOXES) * 60 WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = EB AND STATE = NJ	SELECT (DENOMINATOR) - (NON_PRIMETIME_OUTAGE_MINUTES) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SUBTYPE = EB AND STATE = NJ

Guidelines For: PO-3 Contact Center Availability

C2C Guideline:

Definition:	Contact Center Availability - Hours of operation of BA Centers supporting CLECs for ordering, provisioning, and billing (Telecom Industry Services Ordering Center ["TISOC"]), and maintenance (Regional CLEC Maintenance Center ["RCMC"]). Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume. Speed of Answer. TISOC For a TISOC, calls will be measured as follows: (1) for a call placed by a CLEC representative to a BA call center's general access telephone number, the elapsed time from selection by a CLEC representative of a call direction option from the call management system menu that directs the CLEC call to a BA representative assigned to handling CLEC calls, until the CLEC call is answered by a BA representative; and, (2) for a call initially placed by a CLEC representative to a BA call center representative assigned to that CLEC at the BA representative's direct dial line, but which is unanswered and forwarded to a call management system menu offering the options of transferring the call to the next available representative or to voice mail, the elapsed time from when the CLEC representative directs that his/her call be transferred from the menu to the next available BA representative or to voice mail, until the call is answered by a BA representative or by voice mail. RCMC For an RCMC, calls will be measured as follows: the elapsed time from when a call by a CLEC representative enters the RCMC's call management system until the CLEC call is answered by a BA representative.
Performance Standard:	Metrics PO-3-01 and 03: No standard., Metrics PO-3-02 and 04: 85% within 20 Seconds. Center Hours of Operation: Not measured. TISOC: 8 AM to 6 PM, Monday through Friday, excluding Holidays., Billing: 8 AM to 6 PM, Monday through Friday, excluding Holidays. GUI Navigation Help Desk: 8 AM to 6 PM, Monday through Friday, excluding Holidays. RCMC: 24 hours per day, seven days per week.
Exclusions:	Speed of Answer Calls directed to and answered by BA representatives assigned to the calling CLEC. Calls directed to voice mail when the voice mail system is not operating.
Report Dimensions:	Each call center serving New Jersey (each TISOC serving New Jersey and each RCMC serving New Jersey) (Note, a BA call center may handle CLEC calls not only for New Jersey but also for other states. BA may combine measurement data for multiple states handled by a call center.)
Geography:	State; A Verizon call center may handle calls for not only New Jersey but also for other states.

OSS & BILLING (PRE-ORDERING)

Report Labels:

PO-3-01-2001

PRE-ORDERING

No Standard

Guidelines:

PO-3 - Contact Center Availability

Average Speed of Answering - Ordering - Newark

Result: (Numerator / Denominator)

Denominator:	Numerator:
Total number of measured calls answered by the Center.	Sum of times from commencement to completion of answering interval for measured calls.

Filtered output file: NJ90- ACD Report

For the details on the above out put filtered file layout refer to File Appendix: 62 File Type: Excel

Formula For: CLEC

Denominator	Numerator
<div>SELECT SUM(#CLS ANS) WHERE DATE >= STARTDATE AND DATE <= ENDDATE</div>	<div>SELECT SUM(ASA* # CLS ANS) WHERE DATE >= STARTDATE AND DATE <= ENDDATE</div>

OSS & BILLING (PRE-ORDERING)

Report Labels:

PO-3-02-2001

PRE-ORDERING

85% in 20 Seconds

Guidelines:

PO-3 - Contact Center Availability

% Answered within 20 Seconds - Ordering - Newark

Result: (Numerator / Denominator) * 100

Denominator:	Numerator:
Total number of measured calls answered by the Center.	Total number of measured calls answered by the Center within 20 seconds.

Filtered output file: NJ90- ACD Report

For the details on the above out put filtered file layout refer to File Appendix: 62 File Type: Excel

Formula For: CLEC

Denominator	Numerator
<div>SELECT SUM(#CLS ANS) WHERE DATE >= STARTDATE AND DATE <= ENDDATE</div>	<div>SELECT SUM(# CLS ANS < =20 SEC) WHERE DATE >= STARTDATE AND DATE <= ENDDATE</div>

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-3-03-2003 PRE-ORDERING No Standard

Guidelines: PO-3 - Contact Center Availability

Average Speed of Answering - Repair - Richmond

Result: (Numerator / Denominator)

Denominator:	Numerator:
Total number of measured calls answered by the Center.	Sum of times from commencement to completion of answering interval for measured calls.

Filtered output file: Service Results RCMC

For the details on the above out put filtered file layout refer to File Appendix: 29 File Type: Paper Report

Formula For: CLEC

Denominator

```
SELECT
SUM(ANSWERED CALLS)
WHERE DATE >= STARTDATE
AND DATE <= ENDDATE
```

Numerator

```
SELECT
SUM(AVG SPEED OF ANSWER * ANSWERED CALLS)
WHERE DATE >= STARTDATE
AND DATE <= ENDDATE
```

OSS & BILLING (PRE-ORDERING)

Report Labels:

PO-3-04-2003

PRE-ORDERING

85% in 20 Seconds

Guidelines:

PO-3 - Contact Center Availability

% Answered within 20 Seconds - Repair - Richmond

Result: (Numerator / Denominator) * 100

Denominator:	Numerator:
Total number of measured calls answered by the Center.	Total number of measured calls answered by the Center within 20 seconds.

Filtered output file: Service Results RCMC

For the details on the above out put filtered file layout refer to File Appendix: 29 File Type: Paper Report

Formula For: CLEC

Denominator	Numerator
<div>SELECT SUM(ANSWERED CALLS) WHERE DATE >= STARTDATE AND DATE <= ENDDATE</div>	<div>SELECT SUM(ANS_WITHIN 20 SECS) WHERE DATE >= STARTDATE AND DATE <= ENDDATE</div>

Guidelines For: PO-4 Timeliness of Change Management Notice

C2C Guideline:

Definition:	The percentage of change management notices (i.e., notices scheduling interface affecting changes) and change management confirmations sent within the applicable time-frames stated in the Performance Standard. Change confirmation documentation will not be considered available until all material changes in such documentation have been made.
Performance Standard:	Metric PO-4-01: 95% complying with applicable minimum interval stated below. Metric PO-4-02: No standard. Metric PO-4-03: 0 (No change management notices or change management confirmations sent 8 or more days late.) Timeliness Standards: Change type Change Management Notice: Interval between notification and implementation Change Management Confirmation: Final Documentation Availability before implementation Type 5 - CLEC originated 66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications) 45 days Type 4 - Bell Atlantic originated 66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications) 45 days Type 3 - Industry Standard 66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications) 45 days Type 2 - Regulatory Time periods established in Regulatory Order. If no time periods set, default to above time period. Time periods established in Regulatory Order. If no time periods set, default to above time period. Type 1 - Emergency Maintenance Notification before implementation Not Applicable (footnote 3)
Exclusions:	Change management notices and change management confirmations as to which BA and the CLECs agreed to an interval shorter than the interval stated in the Performance Standard.
Report Dimensions:	
Geography:	State

3 Type 1: Change Confirmation is not applicable

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-4-01-6600 PRE-ORDERING

95% complying w/ applicable minimum interval

Guidelines: PO-4 - Timeliness of Chng Mngmnt Notices & Confirmations

% Chng Mngmnt Ntcs & Chng Mngmnt Cnfrmtns sent on Time - (Combined Types 1-5)

Result: (Numerator 1 + Numerator 2 + Numerator 3 / Denominator 1 + Denominator 2 + Denominator 3) * 100**Denominator:**

Total number of change management notices and change management confirmations.

Numerator:

Number of change management notices and change management confirmations complying with minimum notice intervals

Filtered output file: NJ April Raw Data.xls (PO-4-01/03)

For the details on the above out put filtered file layout refer to File Appendix: 38 File Type: Excel

Formula For: CLEC**Denominator****Numerator****SELECT**
COUNT(*) Denominator 1WHERE REGIONS IN ("NJ", "SOUTH")
AND ACTUAL CHNG CONF <> "N/A"
OR REQUIRED CHG CONF <> "N/A")**SELECT****COUNT(*) Numerator 1**WHERE REGIONS IN ("NJ", "SOUTH")
AND ACTUAL CHNG CONF <= REQUIRED CHG CONF
AND (ACTUAL CHNG CONF <> "N/A"
OR REQUIRED CHG CONF <> "N/A")**SELECT**
COUNT(*) Denominator 2WHERE REGIONS IN ("NJ", "SOUTH")
AND ACTUAL CHG CONF(TECH SPECS) <> "N/A"
OR REQUIRED CHG NOTIF(TECH SPECS) <> "N/A")**SELECT****COUNT(*) Numerator 2**WHERE REGIONS IN ("NJ", "SOUTH")
AND ACTUAL CHG CONF(TECH SPECS) <= REQUIRED CHG
NOTIF(TECH SPECS)
AND (ACTUAL CHG CONF(TECH SPECS) <> "N/A"
OR REQUIRED CHG NOTIF(TECH SPECS) <> "N/A")**SELECT**
COUNT(*) Denominator 3WHERE REGIONS IN ("NJ", "SOUTH")
AND REQUIRED CHG NOTIF (BUS RULES) <> 'N/A'
OR ACTUAL CHG NOTIF(BUS RULES) <> 'N/A')**SELECT****COUNT(*) Numerator 3**WHERE REGIONS IN ("NJ", "SOUTH")
AND ACTUAL CHG NOTIF(BUS RULES) <= REQUIRED CHG
NOTIF (BUS RULES)
AND (REQUIRED CHG NOTIF (BUS RULES) <> 'N/A'
OR ACTUAL CHG NOTIF(BUS RULES) <> 'N/A')

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-4-02-6600 PRE-ORDERING No Standard

Guidelines: PO-4 - Timeliness of Chng Mngmnt Notices & Confirmations
Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 1 - 7 days

Result: Numerator 1 + Numerator 2 + Numerator 3
Denominator: Numerator:
Cumulative delay days for all notices and confirmations sent 1 - 7 days late

Filtered output file: NJ April Raw Data.xls (PO-4-01/03)
For the details on the above out put filtered file layout refer to File Appendix: 38 File Type: Excel
Formula For: CLEC

Denominator	Numerator
	SELECT SUM(ACTUAL CHG CONF(TECH SPECS) - REQUIRED CHG NOTIF(TECH SPECS)) AS NUMERATOR 1 WHERE REGIONS IN` ('NJ', 'SOUTH') AND ACTUAL CHG CONF(TECH SPECS) > REQUIRED CHG NOTIF(TECH SPECS) AND ACTUAL CHG CONF(TECH SPECS) - REQUIRED CHG NOTIF(TECH SPECS) < 8
	SELECT SUM(ACTUAL CHNG CONF - REQUIRED CHG CONF) AS NUMERATOR 2 WHERE REGIONS IN` ('NJ', 'SOUTH') AND ACTUAL CHNG CONF > REQUIRED CHG CONF AND ACTUAL CHNG CONF - REQUIRED CHG CONF < 8
	SELECT SUM(ACTUAL CHG NOTIF(BUS RULES) - REQUIRED CHG NOTIF (BUS RULES)) AS NUMERATOR 3 WHERE REGIONS IN` ('NJ', 'SOUTH') AND ACTUAL CHG NOTIF(BUS RULES) > REQUIRED CHG NOTIF (BUS RULES) AND ACTUAL CHG NOTIF(BUS RULES) - REQUIRED CHG NOTIF (BUS RULES) < 8

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-4-03-6600

PRE-ORDERING

0 >= 8 Days

Guidelines: PO-4 - Timeliness of Chng Mngmnt Notices & Confirmations

Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 8 or more days

Result: Numerator 1 + Numerator 2 + Numerator 3**Denominator:****Numerator:**

Cumulative delay days for all notices and confirmations sent 8 or more days late

Filtered output file: NJ April Raw Data.xls (PO-4-01/03)

For the details on the above out put filtered file layout refer to File Appendix: 38 File Type: Excel

Formula For: CLEC**Denominator****Numerator****SELECT****SUM(ACTUAL CHG NOTIF(BUS RULES) - REQUIRED CHG NOTIF (BUS RULES) - 7) AS NUMERATOR 1**WHERE REGIONS IN` ('NJ', 'SOUTH')
AND ACTUAL CHG NOTIF(BUS RULES) > REQUIRED CHG NOTIF (BUS RULES)
AND ACTUAL CHG NOTIF(BUS RULES) - REQUIRED CHG NOTIF (BUS RULES) > 7**SELECT****SUM(ACTUAL CHNG CONF - REQUIRED CHG CONF - 7) AS NUMERATOR 2**WHERE REGIONS IN` ('NJ', 'SOUTH')
AND ACTUAL CHNG CONF > REQUIRED CHG CONF
AND ACTUAL CHNG CONF - REQUIRED CHG CONF > 7**SELECT****SUM(ACTUAL CHG CONF(TECH SPECS) - REQUIRED CHG NOTIF(TECH SPECS) - 7) AS NUMERATOR 3**WHERE REGIONS IN` ('NJ', 'SOUTH')
AND ACTUAL CHG CONF(TECH SPECS) > REQUIRED CHG NOTIF(TECH SPECS)
AND ACTUAL CHG CONF(TECH SPECS) - REQUIRED CHG NOTIF(TECH SPECS) > 7

Guidelines For: PO-5 Average Notification of Interface Outage

C2C Guideline:	
Definition:	The average amount of time that elapses between BA identification of an interface outage and BA notification to CLECs that an outage exists. Notice will be provided by electronic mail.
Performance Standard:	Not more than: 20 minutes.
Exclusions:	None.
Report Dimensions:	CLEC Aggregate , CLEC Specific
Geography:	Notification of interface outages for OSS interfaces serving New Jersey (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (Combined data.) (Note, an OSS interface may handle CLEC transactions not only for New Jersey but also for other states.)

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-5-01-2030 PRE-ORDERING 20 Minutes

Guidelines: PO-5 - Average Notification of Interface Outage
Average Notice of Interface Outage

Result: (Numerator / Denominator)

Denominator:	Numerator:
Total number of interface outages for which notice was given	Sum of date and time of outage notification to CLECs less date and time interface outage was identified by BA

Filtered output file: April Interface Metrics
For the details on the above out put filtered file layout refer to File Appendix: 36 File Type: Excel

Denominator	Numerator
<div>SELECT COUNT(*) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND INCLUDED_IN_PO_5 = YES</div>	<div>SELECT SUM(BULLETIN_DURATION) WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND INCLUDED_IN_PO_5 = YES</div>

Guidelines For: PO-6 Software Validation

C2C Guideline:	
Definition:	BA maintains a test deck of transactions that will be used to validate the functionality of a non-emergency software release. Each transaction in the test deck will be assigned a weight factor. Weight factors will be allocated among transaction types (i.e., Pre-Order, Order-Resale, Order-UNE, Order-Platform) and then distributed across specific transactions within a transaction type. The initial array of weights for the transactions is displayed in Appendix N. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then re-distributed across specific transactions within a transaction type. The test deck will be executed by BA as follows. Within 1 business day following a non-emergency software release to production as communicated through Change Management, BA will begin to execute the test deck in production using training mode. Upon completion of the test, BA will report the test deck transactions that failed. A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data. Metric PO-6-01 is defined as the ratio for non-emergency software releases of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.
Performance Standard:	Metric PO-6-01: Not more than 5%.
Exclusions:	Emergency software releases.
Report Dimensions:	
Geography:	Verizon East

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-6-01-2000PRE-ORDERINGNot more that 5%

Guidelines: PO-6 - Software Validation

Software Validation

Result: (Numerator / Denominator)

Denominator:	Numerator:
Sum of weights of all transactions in the test deck.	Sum of weights of failed transactions.

Filtered output file: Quality Baseline Validation Test Deck LSOG4

For the details on the above out put filtered file layout refer to File Appendix: 30 File Type: Paper Report

Formula For: VERIZON

Denominator	Numerator
<div>SELECT SUM(WEIGHT) WHERE DATE TESTED >= STARTDATE AND DATE TESTED <= ENDDATE</div>	<div>SELECT SUM(WEIGHT) WHERE DATE TESTED >= STARTDATE AND DATE TESTED <= ENDDATE AND STATUS = FAIL</div>

Guidelines For: PO-7 Software Problem Resolution Timeliness

C2C Guideline:

Definition:	This metric measures BA's resolution of "Production Referrals." "Production Referrals" are failed pre-order and order transactions reported by CLECs to the Help Desk or identified by BA by execution of the test deck, that were caused by BA code or documentation errors or omissions in non-emergency software releases and that result in Type 1 changes (as defined in BA's Change Management Notice Plan). A transaction is defined as "failed" if the request cannot be submitted or processed, or results in incorrect or improperly formatted data. A Production Referral will be deemed "resolved" when a change is implemented that corrects the BA code or documentation error or omission that is the basis for the Production Referral. Measured Production Referrals include only those Production Referrals reported by a CLEC to the Help Desk or identified by BA by execution of the test deck, within the 30 calendar days following implementation of the non-emergency software release that contained the code or documentation error or omission that is the basis for the Production Referral. Metric PO-7-01 is defined as the ratio of Production Referrals resolved within target response intervals to the total number of Production Referrals.
Performance Standard:	Metric PO-7-01: 95% on-time according to schedule below. Metrics PO-7-02 through 04: No standard. Problem Resolution Timeliness Standard: Measured from time reported by CLEC to the Help Desk or identified by BA by execution of the test deck: Change type Timeliness standard: Pre-Order/Order Transactions failed, with no workaround 48 hours Pre-Order/Order Transactions failed, with workaround 10 calendar days.
Exclusions:	Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by BA by execution of the test deck, between 6:00 PM on Friday and 9:00 AM on Monday will be treated as received at 9:00 AM Monday. Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by BA by execution of the test deck, between 6:00 PM of the business day preceding a holiday and 9:00 AM of the first business day following the holiday will be treated as received at 9:00 AM on the first business day following the holiday.
Report Dimensions:	
Geography:	Verizon East

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-7-01-2000 PRE-ORDERING 95% Complying with Schedule

Guidelines: PO-7 - Software Problem Resolution Timeliness

% Software Problem Res. Timeliness

Result: $((\text{Numerator 1} + \text{Numerator2}) / (\text{Denominator 1} + \text{Denominator 2})) * 100$ **Denominator:**

Total number Production Referrals.

Numerator:

Number of Production Referrals resolved within timeliness standard.

Filtered output file: PO-7rev.xls[PO-7 Worksheet 1]

For the details on the above out put filtered file layout refer to File Appendix: 64 File Type: Excel

Formula For: CLEC**Denominator****Numerator**

```
SELECT
COUNT(*) AS DENOMINATOR 1
WHERE START_DATE >= STARTDATE
AND START_DATE <= ENDDATE
```

```
SELECT
COUNT(*) AS NUMERATOR 1
WHERE START_DATE >= STARTDATE
AND START_DATE <= ENDDATE
AND TICKET# IS BLACK
```

Filtered output file: PO-7rev.xls[PO-7 Worksheet 2]

For the details on the above out put filtered file layout refer to File Appendix: 28 File Type: Excel

Formula For: CLEC**Denominator****Numerator**

```
SELECT
COUNT(*) AS DENOMINATOR 2
WHERE START_DATE >= STARTDATE
AND START_DATE <= ENDDATE
```

```
SELECT
COUNT(*) AS NUMERATOR 2
WHERE START_DATE >= STARTDATE
AND START_DATE <= ENDDATE
AND TICKET# IS BLACK
```

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-7-02-2000 PRE-ORDERING No Standard

Guidelines: PO-7 - Software Problem Resolution Timeliness

Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround

Result: Numerator 1 + Numerator2

Denominator:	Numerator:
	Number of cumulative delay hours for identified software resolution changes associated with pre-order failures with no work around.

Filtered output file: PO-7rev.xls[PO-7 Worksheet 1]

For the details on the above out put filtered file layout refer to File Appendix: 64 File Type: Excel

Formula For: CLEC

Denominator	Numerator
	SELECT SUM((DURATION/60) - 48) WHERE START_DATE >= STARTDATE AND START_DATE <= ENDDATE AND TICKET# IS RED

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-7-03-2000 PRE-ORDERING No Standard

Guidelines: PO-7 - Software Problem Resolution Timeliness

Delay Days. - S/W Res. - Change - Xactions Failed, With Workaround

Result: Numerator 1 + Numerator2

Denominator:

Numerator:

Number of cumulative delay days (i.e., beyond the 10 Calendar day standard) for identified software resolution changes associated with pre-order failures with no work around.

Filtered output file: PO-7rev.xls[PO-7 Worksheet 2]

For the details on the above out put filtered file layout refer to File Appendix: 28 File Type: Excel

Formula For: CLEC

Denominator

Numerator

SELECT
SUM(DURATION - 240)/24
WHERE START_DATE >= STARTDATE
AND START_DATE <= ENDDATE
AND TICKET# IS BLUE

OSS & BILLING (PRE-ORDERING)

Report Labels: PO-7-04-2000 PRE-ORDERING No Standard

Guidelines: PO-7 - Software Problem Resolution Timeliness

Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A

Result: (Numerator / Denominator)	
Denominator:	Numerator:

Filtered output file: Verizon NJ Quality Baseline Validation Test Deck
For the details on the above out put filtered file layout refer to File Appendix: 77 File Type: Excel
Formula For: CLEC

Denominator	Numerator
SELECT COUNT(REF NUM) WHERE DATE_DISCOVERED >= STARTDATE AND DATE_DISCOVERED <= ENDDATE	SELECT SUM(PENALTY HOURS) WHERE DATE_DISCOVERED >= STARTDATE AND DATE_DISCOVERED <= ENDDATE

Guidelines For: PO-8 Manual Loop Qualification

C2C Guideline:	
Definition:	Measures the response time for the provision of loop qualification information when such information is not available through an electronic data base.
Performance Standard:	Metric PO-8-01: 95% within 72 Hours., Metric PO-8-02: 95% within 72 Hours.
Exclusions:	Weekend and Holiday Hours - Weekend Hours are from 5:00 pm Friday to 8:00 am Monday. Holiday Hours are from 5:00 pm of the business day preceding the holiday to 8:00 am of the first business day following the holiday. These hours are excluded from the elapsed time.
Report Dimensions:	CLEC Aggregate CLEC Specific
Geography:	State
Notes:	
This metric is intended to measure the timeliness of provision of manual loop qualification information and Engineering Records where such information and records are provided on a stand-alone basis separate from the LSR process. This metric will be implemented when BA, after completion of the applicable change management notice processes, begins to provide manual qualification information and Engineering Records on a stand-alone basis separate from the LSR process.	

OSS & BILLING (PRE-ORDERING)

Report Labels:	PO-8-01-2000	PRE-ORDERING	95% within 72 Hours
Guidelines:	PO-8 - Manual Loop Qualification		
	% On-Time - Manual Loop Qualification		

Result: (Numerator / Denominator) * 100

Denominator: Number of Manual Loop Qualification transactions.	Numerator: Count of manual loop qualification requests where the time from receipt of request for manual loop qualification to distribution of loop-qualification information is less than or equal to 72 hours.
--	--

Filtered output file: LSR (488 byte) Record Layouts

For the details on the above out put filtered file layout refer to File Appendix: 1 File Type: Fixed Text

Denominator	Numerator
<div>SELECT COUNT(*) WHERE Special Exclusion Indicator <> R or Z AND Receipt Date >= STARTDATE AND Receipt Date <= ENDDATE AND PO-8-01 Ontime Ind <> NULL</div>	<div>SELECT COUNT(*) WHERE Special Exclusion Indicator <> R or Z AND Receipt Date >= STARTDATE AND Receipt Date <= ENDDATE AND PO-8-01 Ontime Ind = "Y"</div>

OSS & BILLING (PRE-ORDERING)

Report Labels:	PO-8-02-2000	PRE-ORDERING	95% within 72 Hours
Guidelines:	PO-8 - Manual Loop Qualification		
	% On-Time - Engineering Record Request		

Result: (Numerator / Denominator) * 100

Denominator:	Numerator:
Number of Engineering Record Request transactions	Count of Engineering Record Requests where the time from receipt of Engineering Record Request to distribution of Engineering Record is less than or equal to 72 hours.

Filtered output file: Brian Lfacs Request data completed within 24 hrs

For the details on the above out put filtered file layout refer to File Appendix: 39 File Type: Excel

Formula For: VERIZON

Denominator	Numerator
<div>SELECT COUNT(*) WHERE DATE_RET'D >= STARTDATE AND DATE_RET'D <= ENDDATE AND STATE = NJ</div>	<div>SELECT COUNT(*) WHERE DATE_RET'D >= STARTDATE AND DATE_RET'D <= ENDDATE AND STATE = NJ AND DATEDIFF(DATE_RET'D,TIME_RET'D) - DATETIME(DATE_REC'D,TIME_REC'D)) <= 72 HOURS</div>